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Ministry of Finance 2011-2012 Accessibility Plan

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- the built environment

Under the Accessibility for Ontarians with Disabilities Act, 2005 organizations are required to file a compliance report on the Accessible Customer Service Standards. As of September 2011, the Ministry of Finance submitted its second report confirming compliance with the Accessible Customer Service Standard.

This year's Accessibility Plan will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the Accessibility for Ontarians with Disabilities Act, 2005. The Integrated Accessibility Standards requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual Accessibility Plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Finance toward the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer

▶ Auto Insurance Anti-Fraud Task Force
▶ BPS Supply Chain Secretariat
▶ Ontario Financing Authority
▶ Public Consultations
▶ Savings

Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, and the built environment.

This document includes a summary of the initiatives the Ministry of Finance implemented in 2010-11.

Customer Service

- The Ministry of Finance remains in compliance with the Customer Service Standard by ensuring all new and existing obligated staff are trained in the “May I Help You?” Modules.
- The Ministry of Finance maintains a process to ensure that Notices of Disruption are posted in a timely manner.
- The Ministry of Finance has an accessible feedback process to respond to inquiries and suggestions either by mail, e-mail, and telephone. To date, no feedback has been received through these channels.

Information and Communications

- The Ministry of Finance posts the Accessible Customer Service Regulation on both the Internet and Intranet sites. Additional documents posted include the Ontario Public Service Customer Service Policy, the Ministry's Notices of Service Disruption Protocol, and the Ministry's Feedback Process.
- The Ministry of Finance posts the Guide to Production and Distribution of Accessible Portable Document Format (PDF) documents on the intranet site to ensure accessible PDF documents are being distributed in the ministry.
- The Ministry of Finance's web team members continue to keep up to date on new developments and intranet/internet standards and to take courses as needed to enhance individual knowledge and skill.
- The Ministry of Finance's Accessibility lead continues to provide advice and guidance on Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005 issues.

Employment

- The Ministry of Finance continues to implement and encourage employees to participate in the Ministry's Diversity Mentoring Partnership Program. The 2010/11 program registration was extended this year to include participation of all bargaining units to make the program more inclusive. The 2010/11 program saw a 600% increase in participation with 63 employees being matched from 10 employees in 2009/10.
- The Ministry of Finance has established a Diversity and Inclusion Advisory Committee to guide the development of the Ministry of Finance's Diversity and Inclusion Strategy for 2011-13.
- As of July 2011, the Ministry of Finance has trained 90% of employees on the Bill 168 overview, 89% on the Ontario Public Service Workplace Discrimination and 88% on the Harassment Policy and Workplace Violence Prevention Policy.

Built Environment

The Ministry of Finance is committed to greater accessibility in, out of and around the buildings we use.

- The Ministry of Finance Facilities Management Services branch has completed the following renovation projects:
 - In the Michael Starr Building, 33 King Street, Oshawa, the ground floor was redesigned to meet the needs of the Business Services Branch,
 - In the Frost Building, 95 Grosvenor Street, Toronto, entry turnstiles and security upgrades to the lobby security desk were added
 - All facilities projects complied with Accessibility for Ontarians with Disabilities Act, 2005 Built Environment Standards.

Other

- The Ministry of Finance added a new category of Diversity and Inclusion in the ministry's recognition program for 2010. Two nominations were received in this category and one winner was selected.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Finance's accessibility plan focuses on four areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- Employment
- Information & Communications
- The Built Environment
- Procurement

Customer Service

The Ministry of Finance is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

- The Ministry of Finance will continue to ensure compliance with the Accessible Customer Service Standard and continue to provide a process for accessible feedback available to the public.

Information and Communications

The Ministry of Finance is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

- The Ministry of Finance will raise awareness of the accessibility videos on the Centre for Leadership and Learning site by posting the information on our Accessibility intranet site.

These videos include:

- How to create an accessible document using Microsoft Word
- When and how to use Portable Document Format (PDF) documents
- How to create Braille Ready documents
- The Ministry of Finance, Business Services Branch will create a new intranet site on the OPSpedia platform making it more accessible for users and content providers. This new site will include links to the Accessibility page and the Diversity and Inclusion page for users at the Ministry of Finance.

Employment

The Ministry of Finance is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

- The Ministry of Finance will continue to educate all employees on emergency and evacuation planning; including specific processes for persons with disabilities who wish to self-disclose and obtain assistance during evacuations. Staff and manager training and awareness programs are an initiative for 2011-2012 and will include emergency and evacuation planning for persons with disabilities who self-disclose. The training and awareness initiative is in addition to the existing information posted on the Security Services and Emergency Management intranet site.
- The Ministry of Finance's Diversity and Inclusion Advisory Committee will be presenting the 1st plan to the members of the senior management committee for consideration.

Built Environment

The Ministry of Finance is committed to greater accessibility in, out of and around the buildings we use.

- The Ministry of Finance Facilities Management Services will enhance security at the Michael Starr Building, 33 King Street, Oshawa, on the 6th floor elevator vestibule by installing accessible security doors in 2011/12.
- The Ministry of Finance Facilities Management Services will incorporate the Built Environment Standards into the design of all new or renovated floor space.

Procurement

The Ministry of Finance is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include

accessibility in our evaluation criteria.

- The Ministry of Finance will make tools and resources available to assist employees in the completion of procurement documentation. The ministry will provide a link to the Ontarians with Disabilities Act Procurement Checklist that is maintained by the Ontario Public Service Supply Chain Management on their website. As well, when program areas require procurement assistance, the ministry will provide a checklist that includes a direct link to the Ontarians with Disabilities Act procurement requirements.

Other

- The Ministry of Finance will continue to work with the Accessibility Directorate of Ontario and the Ontario Public Service Diversity Office to ensure ministry compliance with the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005 to achieve accessibility improvements until 2025.
- The Ministry of Finance will continue to be represented on the Ontario Public Service Disability Advisory Council.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Finance will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

The Ministry of Finance is committed to ensuring that our acts and regulations are reviewed for potential accessibility barriers.

- In April 2011, the Ministry of Finance participated in a training session for multidisciplinary teams from all ministries on how to use the Ontario Public Service Inclusion Lens to review laws for accessibility barriers. Going forward, the Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Acts, Regulations and Policies to Be Reviewed in 2011-12

- The Ministry of Finance plans to review all acts and regulations in consultation with the ministry's legal counsel by 2020.

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

- In 2010-11, the Ministry of Finance used the Inclusion Lens to identify barriers within government initiatives (acts, regulations, policies, programs, practices or services).

In 2010-11, the Ministry of Finance

- In June 2011, the Ministry of Finance ensured that a multidisciplinary team attended the one-day training on using the Inclusion Lens to review legislation for barriers to persons with disabilities and used the Inclusion Lens to review one act in the Ministry of Finance.

In the future, our ministry will:

- Continue to use the Inclusion Lens to review acts and regulations.
- Encourage staff to use the Inclusion Lens when developing or reviewing policies, programs or services.

Glossary of Terms / Acronyms

AODA — Accessibility for Ontarians with Disabilities Act, 2005

OPS — Ontario Public Service

ODA — Ontarians with Disabilities Act

IASR — Integrated Accessibility Standards Regulation

MOF — Ministry of Finance

PDF — Portable Document Format

More Information

Questions or comments about the Ministry's accessibility plan are always welcome.

General inquiry number: 1-866-ONT-TAXS (1-866-668-8297)

TTY number: 1-800-263-7776 Toll Free (Ontario)

E-mail: FinanceCommunications.fin@ontario.ca

Ministry website address: www.ontario.ca/finance

Visit the [Ministry of Community and Social Services Accessibility Ontario web portal](#). The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

Alternate formats of this document are available free upon request from:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

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This plan was developed before the recent merger of the Ministry of Finance and the Ministry of Revenue. Although the original plans for these two ministries were developed separately, we will work together within our new structure to ensure that all our accessibility commitments for 2011-12 are met.

Ministry of Revenue 2011-2012 Accessibility Plan

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